



1           4. The method of claim 1 wherein the communication control functionality  
2 includes processing of multimedia communications.

1           5. The method of claim 4 wherein each communication control  
2 functionality corresponds to the creation of one or more feature boxes in the  
3 distributed feature communication network, said feature boxes invoking specific  
4 communication features based on requests received from the at least one  
5 communication device.

1           6. The method of claim 5 wherein the communication control functionality  
2 includes conferencing capabilities.

1           7. The method of claim 5 wherein the communication control functionality  
2 includes transferring capabilities.

1           8. The method of claim 1 wherein said communication device is a  
2 computer.

1           9. The method of claim 1 further comprising the steps of:  
2           receiving an incoming call intended for the at least one communication  
3 device associated with the enhanced network user; and  
4           creating one or more feature boxes for connecting the incoming call to the  
5 at least one communication device associated with the enhanced network user.

1           10. The method of claim 9 further comprising the steps of:  
2           receiving a communication from the at least one communication device  
3 requesting that the incoming call be placed on hold;  
4           creating a feature box for placing the call on hold; and  
5           transferring the incoming call to the on hold feature box.

1           11. The method of claim 9 further comprising the steps of:



1           16. The method of claim 1 wherein said distributed feature  
2 communication network is a broadband network.

1           17. The method of claim 16 wherein said distributed feature  
2 communication network is a cable network.

1           18. A method for processing communications to communication devices  
2 logged onto a distributed feature network, the distributed feature network  
3 comprising a plurality of feature boxes, each feature box enabling a particular  
4 communication functionality, the distributed feature network also comprising an  
5 operational database, said operational database including data records  
6 accessible to the communication devices for performing work related tasks, said  
7 communication devices being able to receive voice and data communications,  
8 each said communication device being associated with a particular agent, each  
9 agent logging in prior to having access to the distributed feature network, said  
10 distributed feature network maintaining a list of logged in agents and associated  
11 communication devices, said communications originating from one or more third  
12 party devices, each third party device being identified by origination information,  
13 the method comprising:

14           receiving a communication request to connect to a communication device  
15 logged onto the distributed feature network;

16           determining the type of communication requested by the third party  
17 device;

18           determining the availability of those communication devices able to  
19 respond to the type of communication being requested by the third party device;

20           routing the communication to an available communication device able to  
21 respond to the type of communication being requested;

22           forwarding to the available communication device information from the  
23 operational database relating to the third party associated with the third party  
24 device that originated the communication; and

25 creating feature boxes corresponding to the communication control  
26 functionality required by the available communication device so the available  
27 communication device is able to interact with the third party device.

1 19. The method according to claim 18 wherein said communication  
2 request is a telephone number.

1 20. The method according to claim 19 wherein said communication  
2 request is a URL address.

1 21. The method according to claim 18 wherein said step of determining  
2 the availability of a communication device further comprises the steps of:  
3 determining which communication devices are associated with agents that  
4 are logged onto the distributed feature network;  
5 determining which of the communication devices associated with logged in  
6 agents are available to receive communications; and  
7 forwarding the communication to an available communication device  
8 associated with a logged in agent.

1 22. The method of claim 21 further comprising the steps of:  
2 receiving a communication from the available communication device  
3 associated with a logged in agent requesting that the third party communication  
4 be placed on hold;  
5 creating a feature box for placing the call on hold; and  
6 transferring the third party communication to the on hold feature box.

1 23. The method of claim 21 further comprising the steps of:  
2 receiving a communication from the available communication device  
3 associated with a logged in agent requesting that the third party communication  
4 be transferred to voice mail;  
5 creating a feature box for receiving voice mail messages; and

6 transferring the third party communication to the voice mail feature box.

1           25. The method of claim 21 further comprising the step of:  
2           forwarding one or more data records from the operational database to the  
3           available communication device associated with a logged in agent, said one or  
4           more data records containing information pertaining to the third party  
5           communication.

1           27. The method of claim 25 further comprising the step of:  
2 forwarding a data record from the database to the available communication  
3 device associated with a logged in agent, said data record containing order  
4 forms.